mHero Feedback Loop Reference Guide

This document can be used before and/or after workflow development to coach a Requestor through post-workflow communication, or feedback with health workers.

Incorporating Feedback

The process of providing information back to health workers through SMS.

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<th>Decision Support</th>
<th>Analysis of Health Worker Responses</th>
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<td>Using mHero to support health workers in making a decision:</td>
<td>Analyzing responses from health workers to send back aggregate (consolidated and analyzed) data or rankings.</td>
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<td><strong>Examples:</strong></td>
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<td>- A health worker initiates a ‘stock out’ workflow and receives instructions from the MOH on how to change dosing to accommodate the stock out.</td>
<td>- Sending a follow up workflow that states the results of analyzed data, such as “45% of the health workers who responded to our SMS desire more training around best practices for distributing oral rehydration salts and 23% desire more training on the use of Vitamin A.”</td>
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<td>- A quiz workflow that tells health workers the right answers after they respond, even if the decision isn’t occurring at the time of receiving the SMS.</td>
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Types of Feedback Loops that We Have Identified

These are the feedback loops that we have identified from our recent experiences. We will keep adding to this list.

- **Feedback Loops for Knowledge Assessment Type Workflows:**
  - **During the flow:**
    - If the health worker answers incorrectly, we will send back a message with the correct answer before moving them on in the flow.
  - **After the flow is complete:**
    - Send back aggregate data analysis about results on how many people responded correctly or incorrectly.
    - Send back results on what counties responded the most.
    - Send back results on which counties responded correctly.

- **Feedback Loops for Data Collection:**
  - Send a message back to the health worker after the flow is complete (this can be a couple of days later even- not immediately):
    - **Information on how the data will be used by the Unit** that requested the information.
    - Send back **aggregate data analysis on how people responded.**
    - Send back results on what counties responded the most
  - **Send advice back to the health worker based on their responses to questions.** This one will be the most complicated but probably the most exciting and important.

- **Unofficial Feedback Loop:**
  - While this is not an official feedback loop, we should look at Use Cases that have more than one workflow (such as SCMU or Quality Improvement) and send a **Thank You** back to these health workers after the workflow has been completed, a couple days later to encourage them.
  - We cannot use this in our data on feedback loops, but this is included because this document will be our reference for post-workflow interaction with health workers.